



Job profile

Resident involvement officer

Most housing organisations recognise the value of giving tenants a say about how their homes are managed and maintained. Not only can it help landlords to provide responsive services that meet tenants' needs, it can also save them a lot of money in the long run.

Depending on the size and complexity of the organisation, some housing providers might have a team of people working on resident involvement, just one or none at all, saying instead that involving residents is part of everyone's job.

The job title may also vary between organisations – tenant participation officer, community involvement officer, tenant and resident involvement officer – but the activities will be broadly similar. Many organisations opt for the term 'resident involvement' as this covers tenants and their family members, leaseholders and sometimes people living in the wider community.

What does a resident involvement officer do?

- Encourages tenants and residents to take an active part in shaping, influencing and improving the services the organisation provides
- Helps new groups to form and supports existing groups
- Looks for new ways to engage residents and encourage as broad a range of people to get involved as possible
- Acts as a link between tenants and their landlord
- Helps tenants to run meetings – maybe providing administrative support for this to happen
- Makes sure that meetings are conducted in line with agreed terms of reference and procedures
- Gives advice to groups on managing any funding they receive – or finding someone who can give advice
- Helps tenants to access the training they need to be able to be fully involved, for example, meeting skills, interviewing skills if they are involved in staff recruitment, and understanding budgets and performance reports so that they can query the information they are given about their landlord's performance
- Works flexibly – the role will often involve evening and weekend working

The person doing the job

After completing a string of courses and qualifications, Roger now acts as a tenant participation officer for a large area in the Midlands. He says he enjoys being given a free rein to do his job the best way he can. A dedicated problem-solver, finding out what's wrong and working to fix it gives him a real buzz. He also enjoys having contact with a wide variety of people in his job, from the countless tenants that he works with, to councillors and housing managers. He says:

"You do get to meet tenants in a mainstream housing management job, but I also get to work with them on a daily basis, which is great. They learn quite a lot from me, but I learn a lot from them also. It can be hard work sometimes, but we have quite a lot of fun, so it makes the hard work bearable".



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What qualifications are you likely to need?

Many housing organisations would look for someone who has, or is studying for, a housing qualification when they are recruiting a resident involvement officer or they might expect you to do a qualification once you have started the job. You can find out everything you need to know about housing qualifications [here](#).

What skills and experience might you need?

- Experience of working in housing might be useful but it probably isn't essential
- A background in community work and/or working with volunteers would be helpful
- An awareness of different sources of funding, such as grants from government agencies and local charities, to support resident involvement activities
- Creative thinking to come up with fresh ideas for involving and engaging residents
- Experience of assessing training needs and perhaps delivering training also
- Self-reliance - you may often be working on your own, away from the office and outside normal office hours
- Able to work on your own initiative, manage your own time and balance competing priorities
- Good communication skills - listening as well as speaking!
- Tact and diplomacy
- Experience of working with people and feeling comfortable doing so
- Empathy and a willingness to see other peoples' points of view
- Good problem solving skills
- IT skills